

## **MEMORANDUM OF UNDERSTANDING**

**Between**

**THE NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF INFORMATION RESOURCE MANAGEMENT**

**and**

**COUNTY DEPARTMENT OF SOCIAL SERVICES**

This Memorandum of Understanding (MOU) is entered by and between the Department of Health and Human Services, Division of Information Resource Management (hereinafter referred to as "Division"), and \_\_\_\_\_ (hereinafter referred to as "Customer"), for the purpose of defining requirements for utilizing the Service Delivery Interface (SDI) between the Customer's case management system and the Division's legacy transactional system(s) as defined in the Functional Business Requirements and Detail Design document for each phase of SDI. This MOU is subject to the provisions of all applicable Federal and State laws, regulations, policies and standards.

The administrator of the MOU for the Division will be \_\_\_\_\_ (*enter title, address and telephone number*).  
The administrator of the MOU for the Customer will be \_\_\_\_\_ (*enter title, address and telephone number*).

This MOU may be terminated by either party upon at least 30 days' written notice or immediately upon notice for cause, which may include, but not be limited to, unauthorized access to confidential information, or failure to meet required timeframes for required system modifications. This MOU may be amended, if mutually agreed upon, to change scope and terms of the MOU. Such changes shall be incorporated as a written amendment to this MOU.

The Division agrees to:

- Develop and make available one interface for use by Customer developed and maintained case management human services systems.
- Provide to the Customer the requirements for accessing and utilizing the interface to effect bi-directional data exchange between the Customer's case management system and the legacy transactional system(s) or NC FAST Case Management, when developed and implemented.
- Provide technical and customer support during regular business hours (7:30 am to 5:30 pm Monday through Friday, excluding holidays). This will be provided by NC FAST project staff and DIRM assigned development staff for NC FAST SDI.
- Notify the Customer's MOU Administrator of any changes in contact personnel, mail, email or telephone.
- Notify Customer System Administrator of modifications to legacy system(s)'s file layout changes as soon as Detail Design Requirements are completed by the legacy system support team.
- Notify Customer System Administrator of interruptions in the interface and the legacy system that will impact data flow and production during the business day
- Provide system and integration testing of all changes affecting the Customer and legacy system interface
- Store and forward all data which enters the interface should disruption occur between the interface and the legacy system(s) until the disruption is resolved.
- Maintain an audit trail of all transactions passing through the interface to insure that all data is properly forwarded or returned to the source through error management.
- Configure the interface to support all user access and security requirements governing each legacy transactional system, and NC FAST Case Management, when developed and implemented.
- Make the transfer of data to the legacy system transparent to the Customer's end user.

The Customer agrees to:

- Assume any and all costs associated with the modifications to the Customer's county case management system.
- Configure user workstations so they do not cache any confidential client data obtained from the interface with a legacy system.
- Maintain one point of contact for the Division System Administrator
- Notify the Division MOU Administrator immediately of changes in contact personnel, address, email or telephone number.
- Notify the Division System Administrator immediately of disconnections between the customer case management system and the interface.
- Transmit data through the encrypted interface to the legacy transactional system(s) in the layout required by the interface, including RACF ID numbers of users. A copy of the current file layout is attached to this MOU.
- Develop and maintain a business continuity plan, acceptable to the Division, for use in the event of an unforeseen disconnection from the interface. The plan may include the option of keying data directly into the legacy system(s). In the event of a disaster, the Customer shall use the legacy system to process disaster applications if the Customer cannot use the Customer's case management system.
- Provide a range of IP addresses from which messages will originate. The Division will use this range to allow entrance through the State firewall.
- Modify, test and certify compliance with all mandatory file layout changes by production date in the legacy system(s), or have users key directly into the legacy system(s) until all system testing is successful.
- Notify Division System Administrator of testing schedules and issues which impact production compliance as soon as they are known.
- Notify the Division System Administrator of any known modifications in the customer case management system that could impact the interface and provide test plans and schedules for maintaining the interface.

This MOU shall begin on \_\_\_\_\_ and end on \_\_\_\_\_. (*Maximum of 3 years allowed.*)

(*Fill in Customer's Name*)

**Witness**

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

**Division of Information Resource Management, North Carolina Department of Health and Human Services**

BY: \_\_\_\_\_

Director or Designee

DATE: \_\_\_\_\_